



BOULT • CUMMINGS
CONNERS • BERRY^{PLC}

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REC'D IN
REGULATORY AUTH.

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OFFICE OF THE
EXECUTIVE SECRETARY
May 7, 2001

David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243

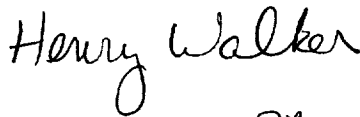

Re: Docket to Establish Generic Performance Measurements,
Benchmarks and Enforcement Mechanisms for BellSouth
Telecommunications, Inc.
Docket No. 01-00193

Dear David:

Please find enclosed interrogatories to BellSouth Telecommunications, Inc. filed
on behalf of ATM/Discount Communications, Inc. in the above-captioned docket.

Sincerely,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By: 
Henry Walker - 

HW/nl
Attachment
c: Parties

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

May 7, 2001

IN RE: *Docket to Establish Generic Performance Measurements, Benchmarks and
Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

INTERROGATORIES SUBMITTED BY ATM/DISCOUNT COMMUNICATIONS, INC.

ATM/Discount Communications, Inc., submits the following interrogatories to BellSouth Telecommunications, Inc. with respect to the above-captioned proceeding.

INTERROGATORIES

1. Explain what steps, if any, BellSouth has taken since January 1, 2000, to improve service at the Local Carrier Service Center ("LCSC"). Include the following information:

 a. How many, if any, additional staff have been added? When were they added? Why were they added?

 b. To what degree have response times (the time to answer the telephone and the time to assist a caller) improved?

2. List the time and dates since January 1, 2000, when LENS was not operating or not operating properly. Include scheduled maintenance or repairs and provide copies of notices of such scheduled maintenance sent to customers.

3. Provide a copy of every complaint, written or oral, received since January 1, 2000, regarding:

 a. LENS;

 b. the LCSC.

4. Explain the application, if any, of performance measures and penalties supported by BellSouth:

- a. regarding the operation of LENS; and
- b. regarding response times at the LCSC.

Respectfully submitted,

By: Henry Walker *by wem*
Henry Walker *w/permission*
Boult, Cummings, Conners & Berry, PLC
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Nashville, Tennessee 37219
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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been forwarded via U.S. Mail, postage prepaid, to the following on this the 7th day of May, 2001.

Guy M. Hicks, Esq.
BellSouth Telecommunications, Inc.
333 Commerce Street, Suite 2101
Nashville, TN 37201-3300

Richard Collier, Esq.
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Charles B. Welch, Esq.
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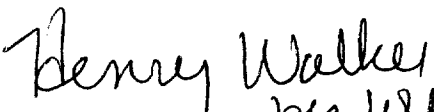
Tim Phillips, Esq.
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